

GRI index

GENERAL STANDARD DISCLOSURES

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G4-4	Brands, products and services	p. 22–23	
G4-5	Location of head office	Directors' report, p. 44	
G4-6	Countries where the organisation operates	p. 41	Svenska Spel only operates in Sweden.
G4-7	Ownership structure and type of company	Directors' report, p. 44	
G4-8	Markets served by the organisation	p. 8	
G4-9	Scale of the organisation	p. 77–78	
G4-10	Total number of employees by employment type, region and gender	p. 77–78	Contracted consultants are not reported, since data is not available at Group level.
G4-11	Proportion of employees covered by collective agreements	See comments p. 41	All employees are covered by collective agreements.
G4-12	The organisation's supply chain	p. 34–35	
G4-13	Significant changes in the organisation or its supply chain during the reporting period	See comments p. 41	No significant changes have taken place during the reporting period.
G4-14	Approach to the precautionary principle	See comments p. 24, 41	The precautionary principle is adhered to in the preparation of products and advertising material. Requirements are set for relevant environmental labelling in procurements from printing firms, etc.
G4-15	Membership of sustainability initiatives	p. 27, 38	Global Compact, CSR Sweden.
G4-16	Membership of organisations	p. 26–27	EL, WLA, ECA and SPER.
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G4-21	Boundaries for the impact of the respective aspects outside the organisation	p. 42–43	
G4-22	The effects and causes of any restatements of information provided in previous reports	See comments p. 41	Partially modified CSI calculation method; to retain comparability, historical values have been adjusted.
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SPECIFIC STANDARD DISCLOSURES

(DMA) Disclosures on Management Approach, Inside the organisation, Outside the organisation

Material sustainability areas	Material GRI aspects	Boundaries	Indicators	Comments/ omissions	Page/s
DIRECT FINANCIAL CONTRIBUTION TO SOCIETY	Economic performance	Relevant internally through its impact on the Company's resources. Relevant externally through payment of the surplus to the State and through the sponsorship paid to benefit sports.	G4-EC1, Economic value generated and distributed.		p. 35 DMA: p. 16–17, 39
INDIRECT SOCIAL IMPACT	Indirect economic impact	Relevant internally since it affects investment decisions and business development as responsibility is prioritised over profit. Relevant externally through the Company's efforts to reduce the cost to society of gambling problems, through job opportunities at retailers and business partners, and through Grass Roots which gives children and young people the chance to play sports.	G4-EC8, Significant indirect economic impacts, including the extent of impacts.	It is not currently possible to quantify the Company's indirect economic impact. For example, it is not possible to show in figures the reduction in costs for society as a result of the Company's responsible gaming agenda.	p. 24, 27, 33, 36–37 DMA: p. 16, 25, 39
ATTRACTIVE EMPLOYER	Skills development	Relevant internally and externally because it is of key importance to retain, develop and attract the right competence which helps make us attractive as an employer, realise defined goals, increase profitability and achieve better competitiveness.	G4-LA10, Skills management and lifelong learning	The Company can offer a one-year leave of absence, internal talent programmes to ensure the supply of leaders within the Company and offer help through TRR (Trygghetsrådet) for those who resign or retire.	p. 29–30 DMA: p. 16–17, 39
	Diversity and equal opportunity	Relevant internally and externally as the Company strives to see that the employees reflect society in general.	G4-LA12, Composition and breakdown of employees by gender and other diversity indicators.	Proportion of employees with a foreign background within the Group was 28% (26) on 31 December 2016.	p. 28–30, 62–65, 78 DMA: p. 29–30, 39
	Committed employees (non GRI aspect)	Relevant internally in terms of how commitment and ESI affects the employee policy.	Commitment index, ESI	Measured through the Company's pulse questions every other month.	p. 30 DMA: p. 28–29, 39
	Employer brand (non GRI aspect)	Relevant internally and externally as it affects the Company's ability to retain existing and attract new employees.	Employer Brand Index	Ranked 27 of 250 on 4Potentials list of companies where Sweden's most talented between the ages of 20 and 50 want to work.	p. 40 DMA: p. 17, 29, 39

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BUSINESS ETHICS & ANTI-CORRUPTION	Anti-corruption	Relevant internally through preventive measures to counter the giving and acceptance of bribes. Relevant externally through collaboration to prevent match fixing.	G4-SO5, Confirmed incidents of corruption and actions taken.	No instances of corruption involving Svenska Spel were reported during the year.	p. 18, 28, 43 DMA: p. 34, 39
RESPONSIBLE GAMING	Compliance	Relevant internally since compliance with laws and regulations related to gaming permits and customer integrity form the basis of the Company's entire operations. Relevant externally to maintain the trust of the general public.	G4-SO8, Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	No fines or non-monetary sanctions for breaches of laws or regulations were imposed on Svenska Spel during the year.	p. 28, 43 DMA: p. 43
	Customer health and safety	Relevant internally since responsibility is prioritised over profit. Relevant externally – by offering effective responsible gaming tools aimed at protecting customers and promoting a healthier gaming market.	G4-PR1, Percentage of significant product and service categories for which health and safety impacts have been assessed for improvement.	All products have been analysed during the product development stage through GAMGaRD in order to evaluate the effect on customer health and safety.	p. 24 DMA: p. 24, 43
	Product and service labelling	Relevant internally through its impact on how the Company develops the customer offering and its responsibility initiatives. Relevant externally through its impact on the customer experience, choice of game and how responsible the Company is perceived.	G4-PR5, Customer satisfaction	Every quarter, Svenska Spel measures the percentage of Sweden's population that is expressly positive to the Company, which is known as its image rating.	p. 19, 43 DMA: p. 19, 39, 43
	Marketing communication	Relevant internally through its impact on how the Company develops and sells its products. Relevant externally through very restrictive customer marketing of products with elevated risks.	G4-PR6, Sale of banned or disputed products		p. 20, 27 DMA: p. 27, 43
	Marketing communication	Relevant internally through its impact on how restrictive the Company is in marketing high risk products. Relevant externally through its impact on customers who are met by more restrictive and responsible marketing.	G4-PR7, Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communication, including advertising, promotion and sponsorship.	Minor comments regarding Svenska Spel's marketing following standard inspection by the Swedish Gambling Authority during the year, although no violation of voluntary codes.	p. 43 DMA: p. 26, 39
	Customer integrity	Relevant internally through its impact on the Company's handling of customer details. Relevant externally in how it impacts customers who have to register their details and identify themselves when gaming with Svenska Spel's products.	G4-PR8, Total number of formal complaints regarding the loss of customer data.	No formal complaints regarding the loss or unauthorised handling of customer data were made during the year.	p. 43 DMA: p. 20, 39